

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**WATER RESOURCES DIRECTOR
WATER RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs highly professional administrative and technical work directing the activities of the Water Resources Department. Employee is appointed by and reports to the City Manager, and is not covered by Civil Service Law.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for planning, organizing, directing and coordinating the activities of the Water Resources Department. Work involves planning, developing and implementing programs to administer revenues to maintain and expand services in accordance with needs of the City, County and as ascertained by conferring with residents and public officials. The major emphasis of the work is on policy development and overall departmental administration and coordination. Supervision is exercised directly or through subordinate administrators over a staff of professional, technical, operational, and supporting personnel. Employee represents the City on all water resources-related projects. Tact and courtesy are required in frequent contact with contractors, vendors, consultants and the general public. Extensive judgment is required in making decisions with a high degree of accountability. Work is performed under broadly outlined goals set by City Council and is evaluated through conferences and the analysis of program achievements by the City Manager's Office.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Plans, organizes and directs water resource activities to ensure service of current and anticipated needs of City; anticipates municipal growth and develops strategies to render service; ensures compliance with State and federal regulations; projects manpower and staffing requirements to meet current and anticipated needs.

Directs all administrative matters in the Water Resources Department, including budget and grant proposal preparation and administration, accounts payable, general ledger monitoring, scheduling, and personnel matters.

Monitors expenditure of departmental funds within approved limitations throughout the fiscal year; recommends capital improvement projects and their funding mechanisms.

Plans, organizes, supervises and inspects the work of crews engaged in City utility projects.

WATER RESOURCES DIRECTOR

Manages Asset Management and Best Business Practice program for the department, including maintaining computer-generated Refurbishment and Replacement Program, root cause analysis data and financial comparative data for water utility projects.

Manages and oversees the ISO 14001 certification, including monthly and quarterly reviews of program and semi-annual third party audits of the department and the environmental management system.

Manages and monitors Homeland Security for water infrastructure, including security of water treatment plants, key pump stations and water line connections throughout the water system.

Manages and maintains departmental computer systems including, but not limited to, integration of the City's H.T.E. computer system with the water maintenance system for water treatment facilities, water maintenance and meter services work orders, and the department's GIS and GPS system including leak detection, locating and mapping of the water system.

Directs and assists with the selection, orientation and training of new departmental personnel.

Develops and prepares various reports, studies, correspondence, and other data pertaining to departmental operations, and submits such reports, studies, correspondence, etc., as required by federal, State or local regulations, or as requested by City Manager, or as otherwise deemed appropriate.

Directs the oversight of compliance with state and federal laws, regulations, rules and ordinances for municipal water systems.

Manages meter strategy for large meter (three inch and above) replacement including analytical data for lost water and revenue from low reading meters.

Coordinates the preparation of plans and specifications for water systems main line installation projects undertaken by the department.

Prepares, reviews and recommends annual goals and objectives for the department; ensures completion of any water-related strategic goals which are identified through City Council's strategic goal-setting process.

Monitors annual evaluations for department including annual review of evaluation procedures and makes necessary changes as required.

Monitors water utility bill adjustments for customer leaks and benefit-of-doubt adjustments.

Manages critical needs of the water system and establishes annual construction projects to meet the changes of the water system and replacement of two (2) inch and smaller water lines.

Directs state mandated backflow and cross-connection programs guaranteeing proper backflow devices are maintained for commercial and irrigation meters within the water system.

Manages and monitors annual continuing education units for backflow inspectors, plumbers and water utility contractors performing backflow and cross-connection inspections on backflow devices, including maintenance of water system backflow device database.

Manages department asset management program ensuring best management and financial practices are used and infrastructure is maintained.

Reviews engineering plans and specifications as required.

WATER RESOURCES DIRECTOR

Reviews and approves Letter of Commitment water approvals for all major private water system upgrades and new water installations.

Monitors budget reports on a daily, weekly and monthly basis.

Directs the preparation of the annual departmental operating budget proposal.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the administrative practices and procedures relative to water resources and public utilities management.

Thorough knowledge of the principles and practices of utilities administration as applied to the design, construction and maintenance of a wide variety of municipal public works facilities.

Thorough knowledge of the occupational hazards and proper safety precautions of utilities installation and maintenance work.

Considerable knowledge of the financing sources and programs available through State and federal funding agencies for utilities projects.

Considerable knowledge of the principles and practices of supervision, organization and public administration.

Considerable knowledge of the current literature, trends and development in the field of public utilities administration.

Ability to use common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to plan, assign and coordinate the work of a large professional and technical staff.

Ability to prepare a budget and monitor department expenditures.

Ability to prepare clear and comprehensive financial, administrative and analytical reports.

Ability to effectively express ideas orally and in writing.

Ability to establish and maintain effective working relationships with municipal, City and State officials, developers, contractors and as otherwise necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in public administration, civil engineering, business administration or a related field (with a master's degree in public administration or registration as a Professional Engineer strongly preferred), and 6 to 9 years of progressively responsible utility administration or related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

WATER RESOURCES DIRECTOR

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the State of North Carolina.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works, and to think, learn and process information using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict and perform as an effective team member.

Intellectual Competency: Ability to think, learn, process information, solve problems and gather necessary information using math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities, and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Professional Conduct: Ability to exhibit conduct that demonstrates a commitment to public service. Ability and maturity to react in a professional manner, both within and outside the organization.

Salary Grade 28
Exempt